

Introduction

About this manual

The Fallon Health Provider Manual is a reference tool that describes Fallon Health's policies and procedures. It's designed to assist you with information needed when treating a Fallon Health member. It contains information regarding administrative procedures, medical management procedures and programs, and quality improvement programs, and more. Fallon Health's Provider Relations department periodically reviews this manual and performs updates as needed. The manual is located at <http://fchp.org/en/providers/provider-manual.aspx>

About Fallon Health

Fallon Health is a company that cares. We prioritize our members—always—making sure they get the care and services they need and deserve. We partner with them to understand what they want and need, and we work to address disparities in care created by social determinants of health. Ensuring high quality and excellence is the basis of everything we do, and our mission—**improving health and inspiring hope**—guides every decision we make.

As a not-for-profit health care services organization that is **both an insurer and provider of care**, we also work closely with providers, community leaders, government organizations, and others to enhance care and services. We deliver equitable, high-quality coordinated care and are continually rated among the nation's top health plans for member experience, service, and clinical quality.

With Fallon Health, our members and participants can expect care and coverage that goes further—and everything we do is centered around the people we serve. We take the extra step when it's needed, and we lend a hand whenever we can. Being there for our members is what makes Fallon Health stand out.

Much more than a health plan

At Fallon Health, we're guided by our mission of *improving health and inspiring hope*. We offer plans and coverage options to help keep our members healthy and happy, including:

- Connector plans
 - Community Care
- Medicaid ACO plans
 - Berkshire Fallon Health Collaborative (BFHC), Fallon 365 Care, Fallon Health-Atrius Health Care Collaborative (FACC)

- Medicare Advantage plans
 - Fallon Medicare Plus HMO, Fallon Medicare Plus Central HMO, Fallon Medicare Plus Premier HMO, Fallon Medicare Plus Central Premier HMO
- Medicare Supplement plans
 - Fallon Medicare Plus Supplement
- Medicare Advantage D-SNP/Senior Care Options plan
 - NaviCare HMO SNP, NaviCare SCO
- Program of All-Inclusive Care for the Elderly (PACE) program
 - Summit ElderCare